

## Tips to Facilitate the Referral Process

Try to limit your practice's referrals to each hospital to one specialist per department. This will facilitate team-building and enhance communication between the primary care provider and specialists.

Use a pre-referral fax coversheet for clinical information. This should be separate from the managed care organization (MCO) referral process as the MCO form may never reach the provider in question.

Using information from the IHP, include:

- Patient's name
- Identifying information.
- Problems and medications.
- Reason for consultation.
- Pertinent prior testing/treatments.
- Call back information.

This "clinical fax sheet" should include your fax number, voicemail, and back-office phone number. Encourage the consultant to briefly respond with the same form prior to sending the full consultation report.

Silva TJ, Sofis LA, Palfrey JS, 2000. *Practicing Comprehensive Care: A Physician's Operations Manual for Implementing a Medical Home for Children with Special Needs*. Boston, MA: Institute for Community Inclusion, Boston.

### Example

Phone: \_\_\_\_\_

Voice Mail \_\_\_\_\_

Fax Number \_\_\_\_\_

### Pre-referral FAX Coversheet

Using information from the IHP, include:

Patient's name: \_\_\_\_\_

Identifying information: \_\_\_\_\_

Problems and medications: \_\_\_\_\_

Reason for consultation: \_\_\_\_\_

Pertinent prior testing/treatments: \_\_\_\_\_

Call back information: \_\_\_\_\_

Please respond with the same form prior to sending the full consultation report.